

# Conflict Coaching

## Overview

Conflict Coaching is a unique coaching model that provides a practical approach to conflict management by combining the fields of coaching and Alternative Dispute Resolution (ADR). The basic goals of conflict coaching are to assist people in the resolution or prevention of specific disputes, and to improve the way they deal with conflicts on a professional and/or personal level.

## Applications

In addition to helping individuals improve their conflict management skills in any context, some other applications of conflict coaching include:



- as a pre-mediation or pre-other ADR process to help individuals predict and prepare for any challenges and to effectively participate in the process;
- to prepare clients to contribute in collaborative law meetings;
- as a post-mediation or post-other ADR process to help individuals with any unresolved matters, and ways to manage ongoing interactions;
- to help managers, supervisors, and others focus on their methods of dealing with conflict which may warrant improvement;
- to help people enhance their negotiation skills;
- to provide individualized ongoing assistance with participants' specific challenges as a part of conflict management training, and,
- to facilitate self-reflective practice of conflict management professionals and others who work in any capacity, with people in conflict.

## Summary

As an additional tool for ADR professionals, conflict coaching represents a multi-faceted process that is adaptable to the specific conflict management goals of the individuals who seek coaching. Unlike other ADR processes, the types of goals an individual may bring to a conflict coach do not necessarily have to pertain to resolving issues. Conflict coaching may be used by people who desire individualized assistance in order to gain strategies for changing non-productive behaviors, manage situations without the aid of another person, and engage in their interpersonal conflicts more effectively.

## References

Noble, Cinnie, *Conflict Coaching: A New ADR Technique*, Alternative Disp. Resol. Newsl., Dec. 2008,

[http://www.cinergycoaching.com/articles/New\\_ADR\\_Technique.html](http://www.cinergycoaching.com/articles/New_ADR_Technique.html).

Noble, Cinnie, *Conflict Coaching: ADR for One*, ACRResolution, Summer 2008, [http://www.cinergycoaching.com/articles/ADR\\_for\\_One.html](http://www.cinergycoaching.com/articles/ADR_for_One.html).

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